

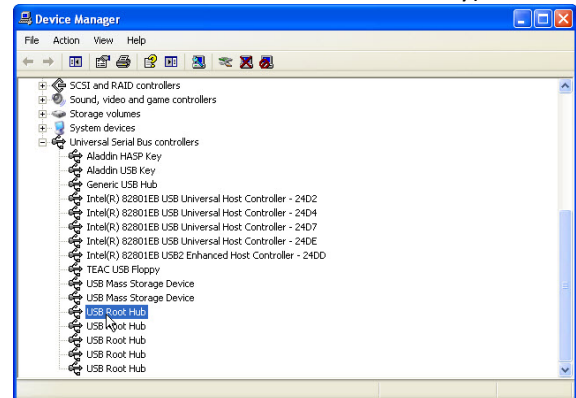
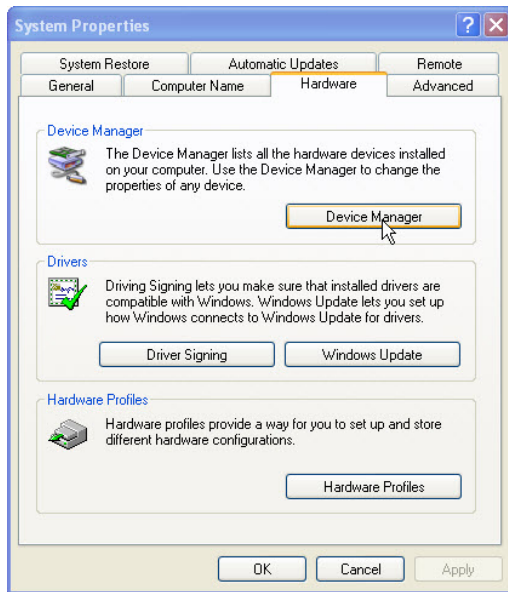
Date: January 21, 2010

TN DMS102101

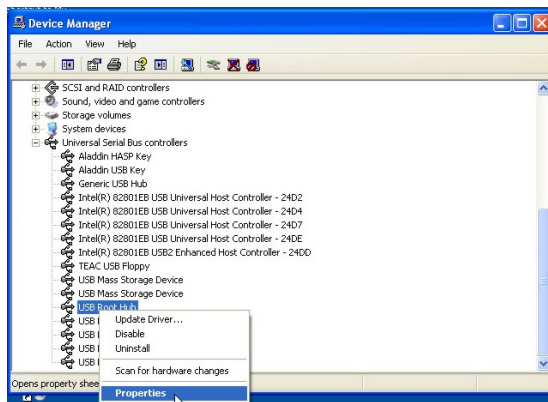
Subject: DJH View USB Settings  
Models: All Systems with USB Camera's  
Scope: USB Camera Shutting Off Un-expectedly

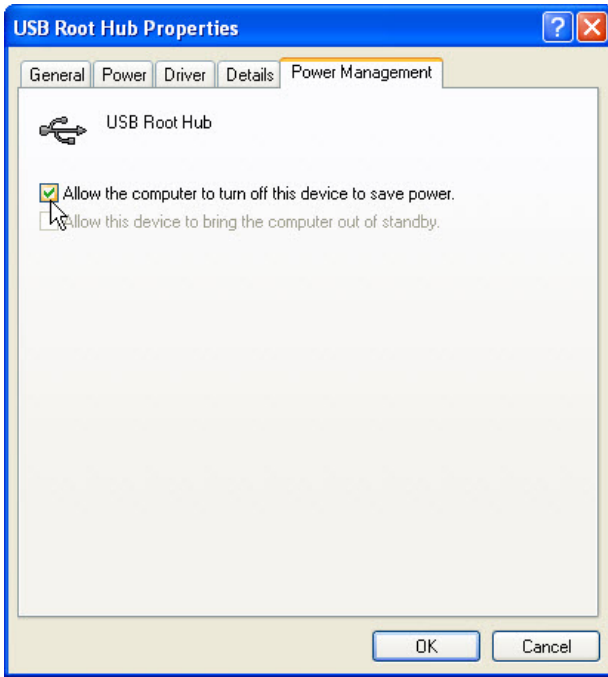
Under certain conditions it has been found that Windows power saving features can inadvertently trigger a shutdown of the USB bus. This condition is seen as the USB Camera shutting down and requiring that the USB cable be unplugged and plugged back into the camera to restore the connection. Turning off the USB power saving feature in the Windows device manager stops Windows from shutting down the USB ports inadvertently. The procedure to disable this feature is described in this document.

Launch Windows Device manager, then scroll down to the Universal Serial Bus controllers, click on the + symbol to expand this item. Locate the USB Root Hub items as shown below. (there will be several) this procedure must be done on each one individually).



Right Click on the USB Root Hub item and select Properties.





Click on the Power Management Tab and uncheck “Allow the computer to turn off this device to save power” click ok to save the changes. Repeat these steps for each USB Root Hub in the device manager.

Once complete you can close device manger and the USB Camera should function normally.